

Virtual Visit Setup Guide for Patients using Mobile Devices

This guide shows you how to connect with your provider via video using the Zoom app on your mobile device.

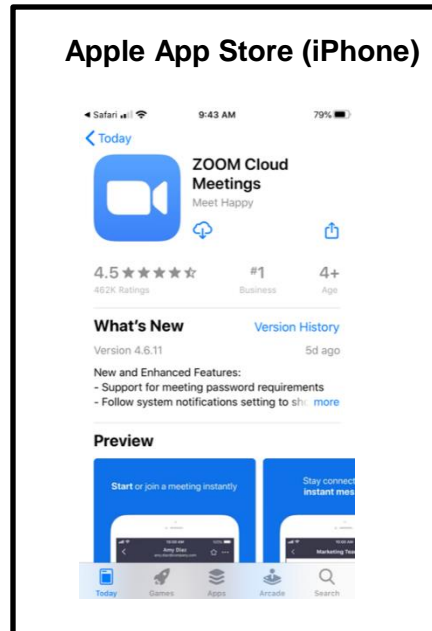
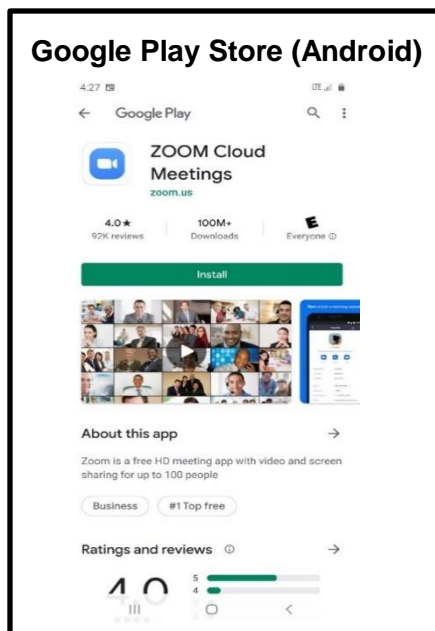
Device Requirements

- Internet or Data Connection
- Mobile Device with Camera – iPhone (iOS) or Android; mobile phone or tablet

First-time Setup for iPhone or Android - mobile phone or tablet

How to download the required free Zoom application:

1. On your device, launch the Google Play Store (Android) or App Store (iPhone)
2. Search for the application **ZOOM Cloud Meetings**
3. Install the application on your device



Language Options

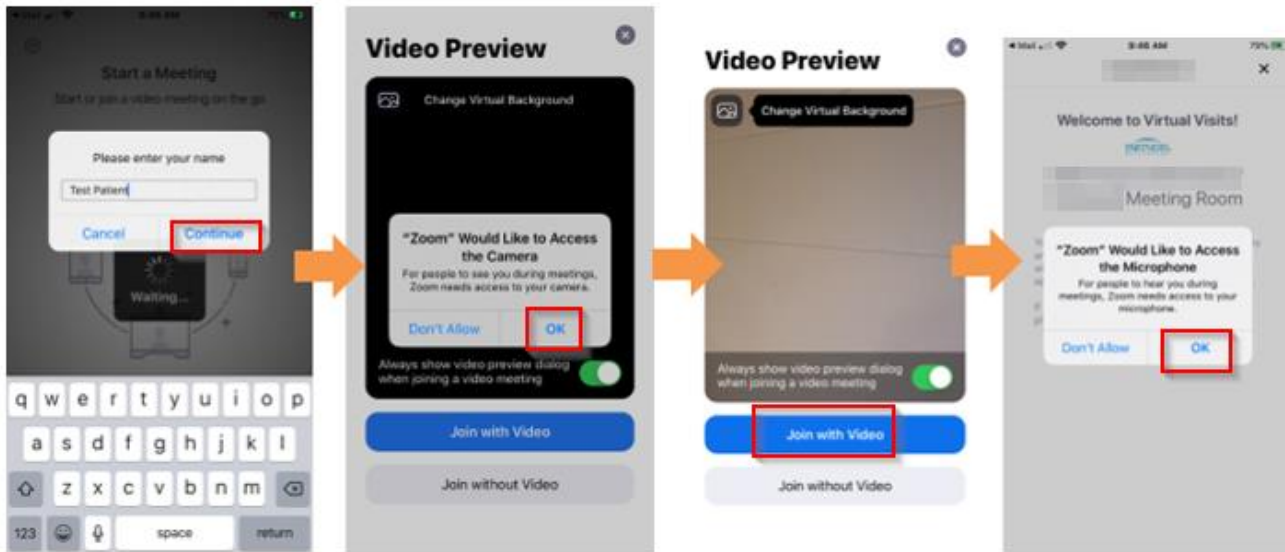
Android Users: If your mobile device is not already set to your native language, go to Settings > General Management > Language and Input > Language > Add Language > “select your language”. This will automatically change the Zoom app to your native language.

iPhone Users: If your mobile device is not already set to your native language, go to Settings > General > Language and Region > iPhone Language > “select your language”. This will automatically change the Zoom app to your native language.

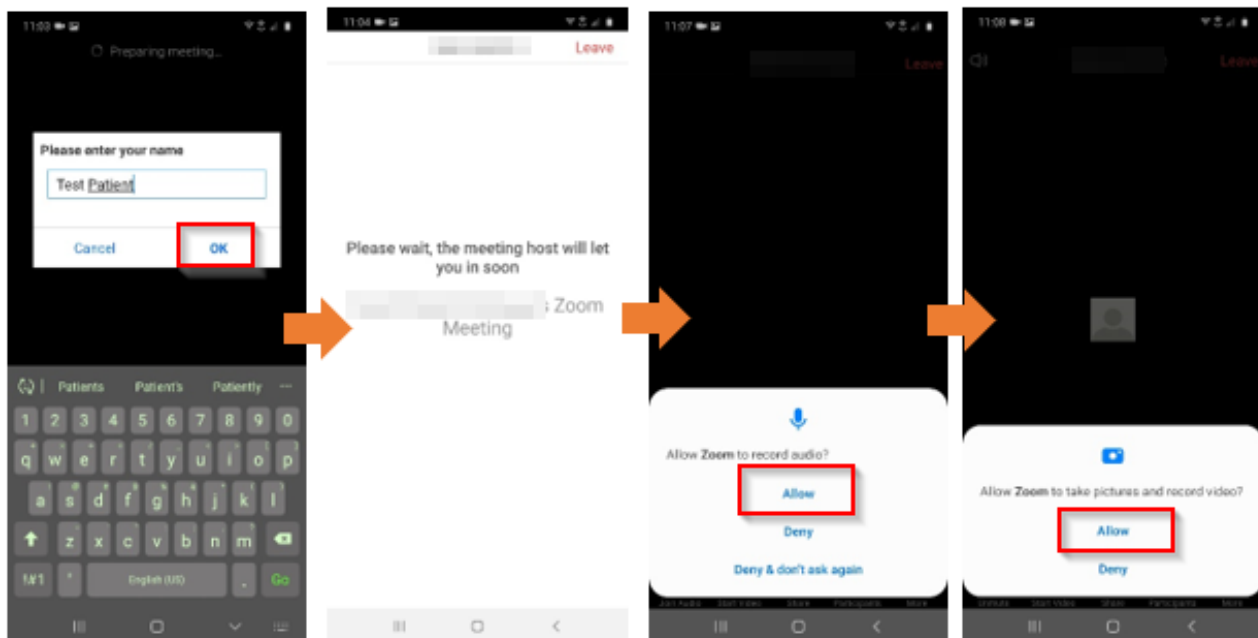
Starting your Virtual Visit

15 minutes prior to your appointment time, click on the link in the email sent to you by your provider. Please enter your **Full Name** when prompted. Then follow the steps below depending on the type of device you have.

iPhone:



Android:



Waiting room

You will be placed in a waiting room at the appointment time. When your provider is ready, they will let you into the appointment. Your provider will be able to send you a message in the waiting room. You are unable to reply to these messages.

Welcome to Virtual Visits!



Sample Doctor's Personal Meeting Room

Your provider will be with you as soon as they are available. If your provider does not join within 10 minutes of your scheduled appointment, please call their office directly.

If you are experiencing technical difficulties, please call 1.800.745.9683

Audio – when the appointment starts, you will choose how to connect

Choose one of the following:

- **Call using Device/Internet Audio**
- **Call My Phone** – enter your phone number. Zoom will call your phone number.
- **Dial in** – choose any available Zoom phone number. Zoom will call that number and enter your meeting ID and participant ID automatically.

Once in the appointment, you can **Mute/Unmute** yourself using the  icon.

You are now ready to start your appointment.

Making the Most of your Virtual Visit

- Prepare your questions for the provider ahead of time.
- Have your medications in front of you.
- Set yourself up in a comfortable private space in your home with enough lighting.
- While using zoom on your mobile device, use a headset or speaker mode, so you can look directly into the camera.
- If your connection is poor and you are using Wi-Fi, be close to the router, close other programs and browser windows that you are not using and ask others in your home to turn off their devices.

In case of disconnection:

Try to rejoin using your phone or computer. Have a phone nearby; your provider may try to call you. If you do not reconnect, call your provider's office to reschedule.

About Virtual Visits:

This virtual visit is being used during the COVID-19 crisis in place of an in-person visit and will be billed in a similar fashion. You could have copay, coinsurance, or deductible responsibility.

Phone numbers:

- HIPAA Privacy: 617-726-5085
- Compliance Hotline: 617-726-1446
- Billing Questions: 617-726-3884
- Interpreter Services: 617-726-6966